

**IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼**  
**HUMAN RESOURCES ENTERPRISE**

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**PAROLE BOARD LIAISON OFFICER**

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**DEFINITION**

Performs responsible investigative guidance and advisory work directed toward the rehabilitation of inmates and parolees within the State; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

**WORK EXAMPLES**

Serves as Liaison between the Parole Board, the Department of Corrections staff in Iowa's penal institutions and Judicial Districts on matters relating to Parole Board policy and procedures to address reasons for the denial of a release to parole or work release.

Communicates with County Attorneys, Judges, victims of crime, and law enforcement personnel, from various state agencies to update families and friends of inmates on Parole Board policy and procedure and to process requests for information.

Prepares, in conjunction with other Parole Board members and staff, performance measures and reports for the Department of Management, Governor's Office and the State Legislature.

Confers with inmates and parolees and explains rules, regulations and policy relative to the parole process; answers questions from inmates and parolees and investigates complaints relative to parole procedures and policies.

Receives and answers inmates correspondence who feel they are not receiving proper consideration from the institutional staff regarding parole consideration; explains to inmates the reasons their parole was denied.

Serves as a liaison between correctional institution staff, parole and probation staff, inmates, parolees, attorneys, victims, inmates' families, and the Parole Board; facilitates communication and attempts to resolve misunderstandings between all concerned.

Serves as a liaison between the FBI, DCI, Secret Service, law enforcement agencies and attorneys regarding information pertaining to parole revocations.

Schedules and coordinates Parole Board interviews and Parole Revocation Hearings for the Administrative Law Judges; serves as the liaison for scheduling of the Iowa Communication Network (ICN) for Parole Revocation Hearings and Parolee Board interviews.

Attends and participates in meetings with the general public as directed by the Parole Board; explains and discusses Parole Board Policy.

Prepares required records and reports; updates databases with current inmates, parolees, and revocation information.

**COMPETENCIES REQUIRED**

Knowledge of counseling and guidance techniques utilized in working with adult inmates and parolees.

Knowledge of laws, policies, and procedures of the Iowa Parole Program.

Knowledge of Federal and State laws including the Interstate Compact Administration.

Knowledge of correctional institutions' policies and procedures.

Knowledge of the rules of evidence.

Knowledge of investigative procedures.

Knowledge of the principles of human behavior.

Knowledge of the Iowa Communications Network (ICN) practices and procedures.

Knowledge of basic DOS, Windows, and AS400 operations.

Ability to establish and maintain an effective working relationship with correctional staff, parole and probation staff, inmates and the Parole Board.

Ability to establish an interpersonal relationship with inmates and parolees.

Ability to interpret laws, policies and procedures related to the Iowa Parole Board.

Ability to work effectively with community officials and the general public.

Ability to communicate effectively in English, both orally and in writing.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Three years' full time experience working directly with a Board of Parole in administrative liaison work, or in correctional counseling, correctional rehabilitation or correctional liaison work in community-based corrections;

OR

an equivalent combination of education and experience substituting thirty (30) semester hours from an accredited college or university in the social sciences for each year of the required experience to a maximum substitution of two years;

OR

employees with current continuous experience at the Iowa Parole Board that includes experience equal to five years of full-time work as a Clerk Specialist, Administrative Assistant 1, Statistical Research Analyst or Research Associate shall be considered qualified.

Effective Date: 8/08 CH